Bengaluru Metropolitan Transport Corporation (BMTC)

Tender No. BMTC/2024-25/SE0730/CALL-4 Dtd.31.07.2025 **Date: 06-Aug-2025**

Pre-Bid Responses of

SELECTION OF TECHNOLOGY SOLUTION PROVIDER FOR

Supply, Commissioning and Maintenance of
Smart Electronic Ticketing Machines
With Comprehensive Ticketing Solution on Rental Basis
Aug 2025

[WebSite:htpp://kppp.karnataka.gov.in]
Communication Address:
Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation (BMTC), CentralOffices, KHRoad,
Shanthinagar, BENGALURU-27. Telephone: 080-22537462
E-mail:cosp@mybmtc.com

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
1	PQ CRITERIA # 5 Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs	19	The bidders should have supplied and implemented at-least a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.	As major projects across nation are on BOOT model also, may we kindly request you to amend this clause as:- The bidders should have supplied and implemented at-least a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or on BOOT model or Combination of any of the model shall be considered.	RFP conditions prevail
2	3. Detailed Scope of Work	114	Data Migration: Migration of all necessary data from existing Ticketing System and Migration of the live data to Central Cloud Server is the responsibility of the selected bidder.	Request to share the existing data details for migration. Also share the Nos of VM/Strorage/RAM associated with it.	Bidder to assess on their own.
3	3. Detailed Scope of Work	123	Data Migration: Migration of all necessary data from existing ITS System to the new system is the responsibility of the Selected Bidder. This includes data which is currently being maintained at depot level.	Request to sahre the existing data details for migration. Also share the Nos of VM/Strorage/RAM associated with it.	Bidder to assess on their own.
4	I. Payment Terms and Conditions	138	6) Selected bidder shall be responsible for conducting Functional Audit, Security Audit of the entire solution including Web based centralized fare collection software and ETM application through a CERT-IN empaneled vendor and obtaining safe to host certificate for hosting the Application. All the costs towards the same shall be borne by the selected bidder.	What will be the frequency for such Audit. E.g Yearly or Half yearly	Audit shall be undertaken before hosting. Further Audits shall be conducted on yearly basis or before any major update, as decided by BMTC.
5	Section 2.9: Pre-qualification criteria	17	Incorporation of the company: In case of sole Bidder, bidder should be: Should have been in operation for at least last 3 years from the date of publishing of RFP notice In case of Consortium, Prime bidder should be: Should have been in operation for at least last 5 years from the date of publishing of RFP notice	To implement a comprehensive ticketing solution for a large agency like BMTC, the experience asked for a sole bidder is merely 3 years, whereas for the prime bidder in case of consortium is just 5 years. To avoid any inconvenience to passengers and to BMTC, we urge BMTC to allow only a proven and credible company to bid. We thus request you to kindly modify the sole bidder and prime bidder experience requirement to atleast 7 years in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution.	RFP conditions prevail
6	Section 2.9: Pre-qualification criteria	18	Annual Turnover: The bidder should have the average annual turnover of INR 8 Crore in preceding last three (3) audited financial years (2022-23, 2023-24, 2024-25).	The average annual turnover asked is too low to get a credible bidder who can successfully implement the project for a large agency like BMTC. We urge BMTC to ask for an average annual turnover of atleast INR 70 crores to allow only sound and financially capable bidders to bid and execute the project.	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
7	Section 2.9: Pre-qualification criteria	19	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.: The bidders should have supplied and implemented at-least a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders.	As seen in another section of the RFP, BMTC has an estimated requirement of 11,000 ETMs. However, the past experience asked for supply and implemented ETM is merely 2500 in maximum of three orders. To onboard a bidder who can successfully implement and maintain such a large project for its entire duration, BMTC is requested to seek a bidder with similar experience, or having an experience of supplying and implementing atleast 70% ETMs sought in this project. We hence request you to The bidders should have supplied and implemented at-least a total of 7500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders.	RFP conditions prevail
8	Section 2.9: Pre-qualification criteria	19	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.: The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.	Seeking past experience of orders on CAPEX model or RENTAL model or combination of both CAPEX and RENTAL model restricts participation of experienced companies who would have implemented ticketing solution on Build Own Operate Transfer (BOOT) model. While in a Capex or Rental model the System Integrator gets assured fixed revenue, a BOOT model is where the System Integrator is paid per ticket issued through the system. Which means that any downtime of the system leads to a direct revenue loss to the System Integrator of BOOT model. Thus, the system is designed and implemented in a robust manner such that there is minimal or no downtime, offering more uptime and revenue for the transit agency and better convenience to passengers. We thus request BMTC to consider and allow past experience of order implemented on BOOT model too, besides allowing CAPEX model or RENTAL model or combination of CAPEX and RENTAL.	RFP conditions prevail
9	Section 2.12 : Technical proposal	24		Since the BMTC project is for 11,000 ETM's, we suggest that previous experience of ETM supplied should be at least 7500. Thus, we recommend the following scoring pattern: A. Previous Experience: Successfully supplied and implemented Android ETMs enabled with any mode of digital payment over the last three years in single or in maximum of three orders. (2022-23, 2023-24, 2024-25) i. Supply of 7500-10000 ETMs- 2.5 marks ii. Supply of 10001-15000 ETMs - 5 marks iii. Supply of 15001 or above ETMs - 10 marks	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
10	Section 2.25: Evaluation of proposal	34	The evaluation of responsive bids will take into account technical factors, in addition to cost factors. For the purpose of evaluation of bids, Quality Cost Based System (QCBS) will be followed.	Since most of the techncial marks to be awarded are objective in nature, and only those technically sound bidders who demonstrate the capabilities shall be qualified for financial opening, it is recommended to go for a Least Cost Based (L1) system for BMTC to get the most cost-effective commercial offer from technically qualified bidders, thereby potentially saving a huge amount for implementing the project.	RFP conditions prevail
11	Section 2.25: Evaluation of proposal	35	The weightage of Commercial Score is 20% and the weightage of Technical Score is 80%.	In case if BMTC cannot move from QCBS system to L1 system of awarding the contract, for BMTC to receive a good commercial offer from the technically qualified bidders, it is recommended to restore the earlier weightage of QCBS, i.e. commercial score 40% weightage and technical score 60% weightage. However, we highly recommend to implement a Least Cost Based (L1) system.	RFP conditions prevail
12	Section 4.G: Project Implementation Timeline	129		The implementation timeline proposed is too short to efficiently implement such a large and prestigious project. To implement the project with the highest standards, the following timeline is suggested: Issuance of LOA: T0 Implementation Plan: T1 = T0+30 days Software Development: T2 = T1+60 days Pilot Go-live: T3 = T2+30 days Final Go-live: T4 = T3+60 days	RFP conditions prevail
13	Section 4.I: Payment Terms and Conditions	137	Supply of New ETMs loaded with firmware and activated 5G SIM card as per BMTC requirements.	The specifications of ETM asks for minimum 4G interface. Also, the detailed scope summary asks for 4G data service enabled SIM cards. However, this section asks for activated 5G SIM card. Kindly clarify if minimum reqirement is 5G or 4G SIM card and ETM device.	RFP already has clarity. The network shall be of minimum 4G/LTE standard. The Sim Card shall be minimum of 5G standard.
14	Section-2. Information to Bidders	37	as liquidated damages, a sum equivalent to 0.5% of the delivered price of		
	33. Liquidated Damages		the delayed or unperformed Services for each week or part thereof of delay until actual	We kindly request the following:	
			delivery or performance, up to a maximum deduction of 10% of the Contract Price.	1. LD's should be the sole remedy for delays the remained unremedied during the sixty (60) days cure period from the date of written notice of delay/default.	RFP conditions prevail
				2. LD's shall be applied only if the delay is solely and directly attributable to the bidder and not for delays caused by factors outside their control such as other party dependancies or third party issues	RFP already has clarity.
				3. LD of 0.3% of the delayed / unperformed services (excluding applicable taxes) for each calendar week of delay, subject to a maximum of 5% of the of the contract price	RFP conditions prevail
				4. No direct deductions shall be made, credit/debit notes shall be used.	RFP conditions prevail
15	Section-2. Information to Bidders	39	Anydispute arising during Contract Period between the parties shall be resolved amicably without adversely impacting Project Implementation and Operation. In case of any legal dispute arising between BMTC and any Tenderers shall be within the jurisdiction of Bengaluru Courts only.	We kindly request the Alternative Dispute resolving methods like Arbitration, Concilation as provided under the Arbitration and Conciliation Act, 1996	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
	37. Dispute Resolution				
16	Section-2. Information to Bidders	39	Commits any breach of the contract not herein specifically provided for after due hearing from the vendor.	1. We kindly request that, In case of Termination by default – any such default shall be directly and solely attributable to the Supplier which remains uncured for 60 days after the receipt of notice of default.	RFP conditions prevail. *Breach of the Contract does not have any cure*
	38. Insolvency and Breach				
17	Section-4. Terms of Reference	109	i) Software Version and Source Code	We do not transfer the source code of our products. However, perpetual, non-transferable, limited license can be provided for the bespoke product.	Please refer Addendum for further clarity
	C. Scope for Work		Vendor should maintain version control of Ticketing Software, Terminal Management Software, Dashboard, Card and other modules (Comprehensive). And the copy of the working software (Bespoke Software) to be handed over to BMTC along with the training at the closure of the contract. The vendor shall take all measures to securely migrate the data as per BMTC requirements during exit.		Please refer Addendum for further clarity
18	Section-4. Terms of Reference	131		Penalty- Rs 10,000 (Rupees Ten Thousand Only) beyond SLA for the first 4 weeks and Rs.25,000 (Rupees Twenty-Five Thousand Only) for every subsequent week.	RFP conditions prevail
	H. Service Level Requirements			Breach- 4 weeks beyond specified timelines.	RFP conditions prevail
	1. Implementation Phase			Penalty capped at a maximum of 5% of the contract value.	RFP conditions prevail
				Notwithstanding anything contained herein, the aggregate maximum liability of bidder for all damages, claims or expenses, regardless of the nature of any claim (whether in tort, contract or otherwise), shall under no circumstances exceed the fees received by Bidder in the three (3) months preceding the event giving rise to the claim.	RFP conditions prevail
				Kindly add the exclusion of indirect, consequential and incedental liabilities.	RFP conditions prevail
19	Section-4. Terms of Reference	132		Kindly request to reduce the penalties	RFP conditions prevail
	H. Service Level Requirements				
	2. O&M Phase				
20	Section-4. Terms of Reference	137-139		We kindly request the following changes:	
	I. Payment Terms and Conditions			a) All payments shall be made within a certain period of Thirty(30) days from the date of Invoice.	RFP conditions prevail
				b) Delay Interest of 1.5% p.m. If payments are delayed beyond this period.	RFP conditions prevail
				c) Suspension/Termination right for successful bidder for non-payment of invoices within 60 days from the date of Invoice.	RFP conditions prevail
21	17. Patent Rights	149	The Bidder shall indemnify against all third-party claims of infringement of patent, trademark or design rights arising from use of the deliverables.	This indemnity shall not apply to claims resulting from (i) modifications made by the Client or any third party, (ii) use in combination with other products not provided by the Bidder, or (iii) compliance by the Bidder with the Client's written instructions or specifications.	RFP conditions prevail
	20. Indemnity				RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
22	3. Detailed Scope of work Point h - Enhancements	114	Selected Bidder shall be responsible for implementation of the new features in ticketing system as per the govt. rules as and when required.	Please clarify that will this be part of change request or part of bidder cost	RFP already has clarity.
23	3. Detailed Scope of work Point h - Enhancements	114	When BMTC desires to implement AFCS or any other IT project or additional Mobile App or upgrade the Depot Application during the entire contract period, the vendor shall provide necessary software support including development & integration of forms, reports, database procedures, EMS, interface application, ETM firmware etc. to meet the business requirements in time. Vendor has to quote the rate per man month required for software development, deployment and support. During development stage vendor has to give the proposal for number of man months required which will be reviewed and approved by BMTC and development works shall be done on mutual agreement between vendor and BMTC.	Please clarify whether a single man-month rate is required for all roles (e.g., developer, architect) or if different man-month rates should be quoted for different levels of expertise. How will this rate be evaluated? There is no line item in the price bid to quote for such man-month rates.	RFP already has clarity. *All the incidental expenses are to be covered in the quoted monthly rate of the Bidder*.
24	3 - Detailed Scope ofwork Point I - Software Version & Source Code	115	Vendor should maintain version control of Ticketing Software, Terminal Management Software, Dashboard, Card and other modules (Comprehensive). And the copy of the working software (Bespoke Software) to be handed over to BMTC along with the training at the closure of the contract.	Delivery of Source Code - The requirement is specified in various parts of the tender. We wish to state that source code cannot be shared due to the reasons mentioned hereunder, hence request to accordingly amend the clause: 1. Proprietary IP: Company's own software sources are not shareable due to IP rights. 2. Custom Development: Source code developed specifically for customer requirements that do not infringe on Company's IP can be shared. 3. Third-party Software: Source code for Commercial Off-The-Shelf (COTS) software from third-party providers (like Microsoft) cannot be shared, as it remains the property of those OEMs.	Please refer Addendum for further clarity
25	Detailed Scope of Work - I. Payment Gateway Services	116	Selection of a scheduled bank/ financial institution for providing Payment Gateway Services in respect of card/ UPI and QR code payment transactions will be the responsibility of the selected bidder. Separate TriPartite Agreement to be entered between BMTC accounts, banker and the selected bidder for such transactions. The bidder shall be responsible for integration of ticketing system with the Payment Gateway Services.	Please clarify how any commissions, transaction fees, or other charges levied by the payment gateway or financial institution will be handled, and if these are to be included in the quoted monthly rental price as part of project cost.	RFP already has clarity. *All the incidental expenses are to be covered in the quoted monthly rate of the Bidder*.

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
26	3. Detailed Scope of work Point c - Supply of ETMs with Ticketing Solution	111	The Bidder shall supply 11000 numbers of Smart ETMs initially on issue of Work Order, along with Ticketing Solution as per the business rules of BMTC. Total requirement is estimated to be around 15,000 numbers over next five years, which shall be required to be supplied as and when the demand arises from the operational units. BMTC reserves the right to decide the quantity of supplies.	The RFP states that an initial 11,000 machines will be supplied, with additional ETMs to be provided during the contract period as demand arises. Please clarify the following concerning these future requirements: 1. If an order is placed for additional ETMs, say for example, two years into the initial four-year contract, will these new machines be subject to a new four-year rental period from the date of their supply, or will they be provided for the remaining balance of the current project contract (i.e., the remaining two years of the initial term, plus any extension)? 2. We suggest that in such cases the bidder will be at a loss if only the rentals are paid. The bidder should be compensated for any loss arising due to a lower period of rentals.	RFP conditions prevail
27	Service Level Requirements Point 2 - O&M Phase	132	Availability of ETMs in working condition (Daily) - If total number of ETMs available for operations of the depot is less than 95% in any day, 5% of the monthly bills w.r.t. that depot will be recovered from the bills payable by the Central Office. Only 5% will be recovered up to 3 such incidents in a month.	The RFP specifies a penalty for ETM availability below 95% at a depot. To ensure continuous compliance and reduce the risk of penalties, we propose to maintain a buffer stock of ETMs at each depot. Could the penalty clause be amended to reflect that if a minimum of 10% spare ETMs are made available at each depot, the penalty for a daily availability drop below 95% will not be applicable for up to three incidents in a month, provided the issue is resolved within the specified SLA time?	RFP conditions prevail
28	D. Roles & Responsibilites	126	Act as principal solution provider for the design, development, implementation, integration of ticketing solution and associated applications of BMTC.	Regarding the 'Roles and Responsibilities' section of the RFP, please clarify who will be responsible for providing the necessary infrastructure, such as charging points, for the ETMs at each depot. Will BMTC be providing these, or is this responsibility included in the bidder's scope of work?	BMTC shall provide the charging infrastructure for the ETMs at each depot.
29	34. Risk Purchase / Penal Clause	37	If supplies/ services are not made as per the requirement prescribed or the revised requirements intimated by BMTC from time to time, if any, BMTC will get such requirements done from any available source and this extra expenditure incurred thereof will be recovered from the supplier's Bills due for payment or from the performance Bank Guarantee. Further the default supplier has to reimburse all the liquidated damages/losses arising due to non-fulfillment of contractual obligations.	In the event of revised requirements from BMTC, the bidder should not be held liable for non-compliance under the 'Risk Purchase / Penal Clause' if the changes fall outside the original RFP scope. Such changes should be addressed through a formal change request, and all associated costs should be payable as an extra. We request that the penalty clause be amended accordingly.	RFP conditions prevail
30	PQ Form 13	60	Component Rates	In reference to PQ FORM 13, 'Component Rates,' which lists specific major components of ETMs. The current format appears to restrict us to providing rates for only these listed components in the event of damage or loss. As other parts may also be damaged, we request that the list be made open-ended to include all possible components of the ETM.	Refer Addendum
31	D. Roles and Responsibilities	126	Training to BMTC ticketing staff or operations and administration. Provide Training to the BMTC staff on time to time basis.	The RFP mentions that the successful bidder will provide hands-on training to BMTC conductors and staff, along with user manuals. Request to share frequency of training, no. of trainees, location & other details to estimate cost.	RFP already has clarity.

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
32	II. General Conditions of Contract Point 12 - Payment terms	148	Payment will be made monthly, starting from the date of Go-Live and continuing thereafter.	Request you to please define & provide criteria for Go-Live.	RFP already has clarity.
33	3. Detailed Scope of Work Point r) Integration with BMTC IT systems	121	Integration with SMS gateways for SMS alerts and services	Please clarify who will bear the recurring cost of these SMS services. Will the cost be included in the monthly rental charges, or will it be a separate expense borne by BMTC?	SMS cost shall be borne by BMTC.
34	3. Detailed Scope of Work Point v) Operations & Mainteinance of the Project	124	The selected bidder shall comply with all statutory requirements during the entire contract period.	The RFP mentions that the bidder must comply with "all statutory requirements" and "all mandatory government regulations". While specific certifications and audits like ISO , CERT-IN, and VAPT are mentioned, we request a consolidated and exhaustive list of all statutory, regulatory, and certification requirements that the bidder must comply with for the entire duration of the contract, both for the ETM hardware and the software solution.	RFP conditions prevail
35	F. Delivery Schedule	129	In case of special operations, if BMTC needs extra ETMs temporarily, bidder should be ready to supply the same in consultations with divisions and the same need to be taken back after completion of the operations.	1. Please clarify the payment terms for these temporary ETMs. Will the bidder receive compensation for the provision of these machines, and if so, how will the cost be calculated? We suggest that the minimum monthly rates for such temporary requirements should be higher than the quoted rates. 2. We propose that the quantity of additional ETMs requested for special operations be capped at a maximum of 1% of the total estimated quantity (110 ETMs), and that the minimum duration for which these ETMs would be retained is six months.	1. The payment terms shall be on pro-rata basis, as per the quoted rate. 2. The capping shall be at 10% and duration shall be intimated as per requirements to a maximum of 15 days.
36	I. Payment Terms and Conditions Point 11	138	) Payment will be made for working ETMs.	1. Given that payments are contingent upon the ETMs being in a working condition, and to ensure high availability and continuous service without disruption, we propose that a minimum of 10% of the total ETMs be maintained as a spare buffer stock at each depot. We request that the 10% spares be made a mandatory requirement on whether this will be a mandatory requirement. 2. We also understand non-working ETMs due to fault of the bidder shall be covered under this clause.	RFP conditions prevail
37	I. Payment Terms and Conditions Point 16	139	Minimum monthly requirement will not be below 9000 numbers of ETMs (including spare ETMs) in any month during the entire contract period, after rolling out in all Depots with complete functionality as per ANNEXURE-VI except FORCE MAJEURE condition.	Clause 16 of the Payment Terms states that the minimum monthly requirement will not be below 9,000 ETMs. However, Annexure VI states the Estimated Requirement of ETMs is 11,000. Please clarify this discrepancy. We request confirmation that the minimum monthly requirement will be 11,000 ETMs to align with the estimated requirement.	Refer Addendum
38	PQ FORM 2: Bid Submission covering Letter	43	Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with comprehensive Ticketing Solution for BMTC on rental basis.	We request explicit clarification on who retains ownership of the ETM hardware and the developed software.	RFP already has clarity.

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
39	12. Techinical Proposal	Page No: 24, Point No: 2(A) Technical Capability	A. Previous Experience: Successfully supplied and implemented Android ETMs enabled with any mode of digital payment over the last three years in single or in maximum of three orders. (2022-23, 2023-24, 2024-25) (Max - 10 Marks) i. Supply of 2500-5000 ETMs. (2.5 Marks) ii. Supply of 5000-10000 ETMs (5 Marks) iii. Supply of 10001 or above ETMs (10 Marks)	A. Previous Experience: Successfully supplied and implemented Android / Non Android ETMs enabled with any mode of digital payment over the last five years in single or in maximum of three orders. (2020-21, 2021-22,2022-23, 2023-24, 2024-25) i. Supply of 2500-5000 ETMs. - 5 Marks ii. Supply of 5001 and above ETMs - 10 Marks	RFP conditions prevail
40	12. Techinical Proposal	Page No: 24, Point No: 2(B) Technical Capability	B. Domain Knowledge: Experience of Implementing cloud based AFCS system with Android ETMs and issuance of smart cards over the last five years in single or in maximum three orders. (Max - 10 Marks) i. Upto 50,000 Smart Cards - 2.5 Marks ii. 50,001 - 100000 Smart Cards - 5 Marks iii. Above 100,000 Smart Cards - 10 Marks	B. Domain Knowledge: Experience of Implementing cloud based AFCS system with Android / Non Android ETMs and issuance of smart cards over the last five years in single or in maximum three orders. (Max - 10 Marks) i. Upto 50,000 Smart Cards - 2.5 Marks ii. 50,001 - 100000 Smart Cards - 5 Marks iii. Above 100,000 Smart Cards - 10 Marks	RFP conditions prevail
41	12. Techinical Proposal	Page No: 25, Point No: 3 Technical Capability	Experience of Live NCMC Projects (Max - 10 Marks) A. 1 live project (2.5 Marks) B. 2 live project (5 Marks) C. 3 or more live projects (10 Marks)	Experience in any mode of Digital Payment Projects (Max - 10 Marks) A. 1 project (5 Marks) B. 2 project (10 Marks)	RFP conditions prevail
42	12. Techinical Proposal	Page No: 26, Point No: 4 Technical Capability	(b) Digital Payment Features - (Max 25 Marks) i. QR Ticketing • Generate dynamic QR code in ETM. (1 Mark) • Print ticket on successful payment through UPI. (1 Mark) i. Ticketing through closed loop stored value card such as Shakti smart card • Read balance amount in the card. (1 Mark) • Issue ticket and update balance by tapping card. (2 Marks) • Recharge card through ETM. (2 Marks) i. Student Pass / contactless Smart Card Validation • Validate date and route and print ticket (2 Marks) ii. Mobile Ticketing Application (2 Marks) • QR Code Ticket generation and validation(2 Marks) • Journey plan with ETA feature(1 Marks) iii. Paper Statuc QR Code Validation (1 Marks) iv. Ticketing through open loop NCMC card • Read live open loop NCMC card with balance details (5 Marks) • Validate open loop NCMC card and issue ticket (5 Marks)	(b) Digital Payment Features - (Max 25 Marks) i. QR Ticketing • Generate dynamic QR code in ETM. (1 Mark) • Print ticket on successful payment through UPI. (1 Mark) i. Ticketing through closed loop stored value card such as Shakti smart card • Read balance amount in the card. (1 Mark) • Issue ticket and update balance by tapping card. (2 Marks) • Recharge card through ETM. (2 Marks) i. Student Pass / contactless Smart Card Validation • Validate date and route and print ticket (2 Marks) ii. Mobile Ticketing Application (2 Marks) • QR Code Ticket generation and validation(2 Marks) • Journey plan with ETA feature(1 Marks) iii. Paper Statuc QR Code Validation (1 Marks) iv. Ticketing through open loop card • Validate open loop card and issue ticket (10 Marks)	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
43	9. Pre-Qualification Criteria	Page No 19 Point No 5. Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs. The bidders should have supplied and implemented at-least a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 ETMs in 2022-23, 500 in 2023-24 and 1000 in 2024-25, the bid will be considered as the bidder has supplied and implemented at least 2500 ETMs enabled with any mode of digital payment in last three years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application. Bidder shall have experience in any mode of digital payment through ETMs. • Bidder in case of sole bidder. • Both or any member in case of Consortium	Experience in Android OS based integrated Spot Billing Devices and software integration with billing and collection through Android OS based integrated Spot Billing Devices. The bidders should have supplied and implemented at-least a total of 2500 Nos. of Android OS based integrated Spot Billing Devices enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India / Govt undertaking DISCOM/ESCOMs in India over the last three (3) (2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 Android OS based integrated Spot Billing Devices in 2021-22, 500 in 2022-23 and 1000 in 2023-24, the bid will be considered as the bidder has supplied and implemented at least 2500 Android OS based integrated Spot Billing Devices enabled with software integration with billing and collection in last three years with maximum of three orders. The bidder should have proven and working solution of software integration with billing and collection Bidder shall have experience in any mode of digital payment through Android OS based integrated Spot Billing Devices. • Bidder in case of sole bidder. • Both or any member in case of Consortium.	RFP conditions prevail
44	9. Pre-Qualification Criteria	Page No 19 Point No 4. Certification	The bidder should hold ISO certificates as below: • ISO 9001:2015 or higher Quality Management • ISO 20000-1:2018 IT Service Management System (Preferred) • ISO 27001: 2013 IT Security Management System. The bidder needs to submit this Certificate on or before Go-Live of the Project. • Bidder in case of sole bidder. • Any member in case of Consortium	Kindly Amend this clause as below The bidder should hold ISO certificates as below: • ISO 9001:2015 or higher Quality Management • ISO 20000-1:2018 IT Service Management System (Preferred) • ISO 27001: 2013 IT Security Management System. • CMMI Level 3 Or higher The bidder needs to submit this Certificate on or before Go-Live of the Project. • Bidder in case of sole bidder. • Any member in case of Consortium Justification: CMMI level 3 is necessary due to the fact that one of the major component Software	RFP conditions prevail
45	31. Security Deposit/Performance Security	36	The BG shall be furnished for an amount equivalent to 5% of total contract value within 10 working days of issuance of LOI	The BG shall be furnished for an amount equivalent to 3% of total contract value within 10 working days of issuance of LOI	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
46	PQ FORM 2: Bid Submission covering Letter	45	Experience in ETM ticketing and centralized fare collection application and Digital Payment through ETMs: Purchase Order/ Work order/ Contract clearly highlighting the scope of work and value of the contract / order. Completion/ Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead.	Experience in Android OS based integrated Spot Billing Devices and working solution of software integration with billing and collection through Android OS based integrated Spot Billing Devices: Purchase Order/ Work order/ Contract clearly highlighting the scope of work and value of the contract / order. Completion/ Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead.	RFP conditions prevail
47	General		Total Contract Value?	Kindly Provide the Total Contract Value for This Project?	Bidder to assess the requirements
48	Payment Terms and Conditions	Page No 138	Repair cost of the ETM shall be borne by BMTC in case of physical damage of the ETM when in BMTC custody and no monthly rental payment shall be made from the reporting day of the damage till the ETM is brought back to working condition/ replaced.	We request corporation to consider Damages as Physical as well as Electrical Damages. Many a times the Motherboard PCB of the ETIM is damaged due to charging with unauthorized and faulty chargers. Hence, we request corporation to consider Damage both physical and electrical damages like pcb burning under Damages for re-imbursement by BMTC	RFP conditions prevail
49	9. Pre-Qualification Criteria	Page No 19 Point No 5. Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	Copy of Purchase Orders from State Transport Undertaking or Municipal/City Transport Undertakings/Corporation System Integrator. Copies of Delivery Challan/ Invoices for the proof of supply of at least 2500 nos. of ETMs enabled with any mode of digital payment to State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India. Certificates from STUs or Municipal/ City Transport Undertakings/Corporation with regard to successful implementation of Digital payment.	Copy of the DWA/PO and performance certificate from State Transport Undertaking or Municipal/City Transport Undertakings/Corporation System Integrator/ Govt undertaking DISCOM/ESCOMs in India. Copies of DWA/PO and performance certificate for the proof of supply of at least 2500 nos. of Android OS based integrated Spot Billing Devices with working solution of software integration with billing and collection through Android OS based integrated Spot Billing Devices to State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India. Certificates from STUs or Municipal/ City Transport Undertakings/Corporation / Govt undertaking DISCOM/ESCOMs in India with regard to successful implementation of Digital payment.	RFP conditions prevail
50	ANNEXURE – I: ETM Hardware and Functional Specifications	Page No 86 ETM Hardware and Functional Specifications	ETM Hardware and Functional Specifications	Kindly consider Android OS Based Integrated Spot Billing Devices (SBD) Instead of ELECTRONIC TICKETING MACHINES (ETM) Specification as attached with this Queries as Annexure-A Justification: The specification of the proposed Integrated Spot Billing Device is being used across various ESCOMs of Karnataka. Benefits: •Whereas, an Integrated Spot BillingDevice can print up to 600 bills. •On the other hand, the batteryconsumption of Integrated SpotBilling Device is less as it is onecompact system.	RFP conditions prevail
51	9. Pre-Qualification Criteria	19	PQ 5: Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	We request the authorities to kindly clarify that eligibility shall also include ongoing projects that are currently operational. Given that public mobility tenders typically have a contract duration of 5–6 years, it is respectfully submitted that deployments which are live and in active operation should be duly considered for evaluation.	RFP already has clarity.

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
52	9. Pre-Qualifi cation Criteria	18	PQ 2: The bidder should have the average annual turnover of INR 8 Crore in preceding last three (3) audited fi nancial years (2022-23, 2023-24, 2024-25). • Bidder in case of sole bidder. • Prime Bidder in case of Consortium. Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certifi cation from Statutory Auditor.	We request the authority to kindly allow certifi cation of provisional fi nancial statements for FY 2024–25 by a certifi ed Chartered Accountant (CA), rather than restricting it solely to the Statutory Auditor. This is in line with standard practice across public tenders in India, where CA-certifi ed provisional fi nancials are accepted when audited accounts for the latest year are not yet available. However, if certifi cation by the Statutory Auditor is still required, we respectfully request that bidders be permitted to submit a CA-certifi ed statement at the time of bid submission, and furnish the Statutory Auditor's certifi cate within 30 days thereafter. This is crucial, as obtaining such certifi cation from large fi rms like the Big Four typically takes 30–45 days due to ongoing audit closures.	RFP conditions prevail
53	9. Pre-Qualifi cation Criteria	18	PQ 3: The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2022-23, 2023-24, 2024-25). Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certifi cation from Statutory Auditor.	We request the authority to kindly allow certifi cation of provisional fi nancial statements for FY 2024–25 by a certifi ed Chartered Accountant (CA), rather than restricting it solely to the Statutory Auditor. This is in line with standard practice across public tenders in India, where CA-certifi ed provisional fi nancials are accepted when audited accounts for the latest year are not yet available. However, if certifi cation by the Statutory Auditor is still required, we respectfully request that bidders be permitted to submit a CA-certifi ed statement at the time of bid submission, and furnish the Statutory Auditor's certifi cate within 30 days thereafter. This is crucial, as obtaining such certifi cation from large fi rms like the Big Four typically takes 30–45 days due to ongoing audit closures.	RFP conditions prevail
54	12. Technical Proposal	24	TQ 2A. Previous Experience: Successfully supplied and implemented Android ETMs enabled with any mode of digital payment over the last three years in single or in maximum of three orders. (2022-23, 2023-24, 2024-25)	We request the authorities to kindly clarify that eligibility shall also include ongoing projects that are currently operational. Given that public mobility tenders typically have a contract duration of 5–6 years, it is respectfully submitted that deployments which are live and in active operation should be duly considered for evaluation.	RFP conditions prevail
55	17. Format and Signing of Proposal	30	Point (a): The Proposal, and its copy, shall be typed or written in indelible ink and signed by the authorized signatory of the bidder who shall initial each page, in blue ink.	Considering the increasing adoption of digital processes, will the authority accept proposals that are digitally signed using a Digital Signature Certifi cate (DSC) instead of physically signing each page in blue ink? Please confi rm if this mode of submission is permissible.	RFP conditions prevail
56	PQ Form 6	50	Average Annual Turnover and Net worth	It is requested that the authorities kindly allow a certifi cate issued by a certified Chartered Accountant of the bidder, in addition to the Statutory Auditor, for certifying the Net Worth and Turnover, as required under the tender. This is in line with standard practice followed across public procurement processes in India. However, if certification by the Statutory Auditor is still required, we respectfully request that bidders be permitted to submit a CA certifi cate at the time of bid submission, and furnish the Statutory Auditor's certifi cate within 30 days thereafter. This is crucial, as obtaining such certifi cation from large fi rms like the Big Four typically takes 30–45 days due to ongoing audit closures.	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
57	Suggested Payment Method		Additional	The Selected Bidder shall retain the fare collected through digital payment mediums up to the amount of the service fees payable to the Bidder. After daily revenue reconciliation, any excess amount shall be remitted to the designated account of BMTC. To ensure timely payments and fi nancial sustainability, an escrow account shall be established to collect digital fare payments from passengers, similar to the BEST Mumbai model. Through this escrow mechanism, a minimum daily or monthly payment (e.g., 90% of the billed amount) shall be made to the Selected Bidder. Authorities may retain a certain percentage (e.g., 10% of the billing amount) to cover potential penalties or adjustments. Justifi cation: 1. Ensures timely payments, mitigating fi nancial strain on the service provider. 2. Enhances project effi ciency and long-term sustainability. 3. Reduces administrative overhead by minimizing frequent paperwork. 4. Facilitates seamless operations and business continuity. Given the project's scale and fi nancial requirements, a structured payment mechanism is essential to maintain cash fl ow and service quality. It is kindly requested to the authorities to consider incorporating this clause into the tender.	RFP conditions prevail
58	9. Pre-Qualification Criteria, Sl.No. 1. Incorporation of the Company	17	"In case of Consortium, Prime bidder should be: • Incorporated or registered in India under the Indian Companies Act, 1956/ 2013 and • Should have been in operation for at least last 5 years from the date of publishing of RFP notice (including name change / impact of mergers or acquisitions) and associated bidder should be in operation for at least last 3 years in the area of Software Development/ System Integration/ IT Services Implementation/ Ticketing Solution."	"As per the clause, the Prime Bidder must have been in operation for at least 5 years. However, it is not clear whether this experience should be specifically in the IT or Ticketing domain. (a) Please clarify whether the Prime Bidder must have 5 years of experience specifically in IT / Ticketing / System Integration domain, or is any type of business operation apart from IT related works are acceptable? (b) If the Prime Bidder does not have domain experience, but the Associate Bidder having required experience in IT / Ticketing, will such a consortium be considered eligible to bid. Kindly Clarify?"	RFP already has clarity.
59	9. Pre-Qualification Criteria, Sl.No. 2. Annual Turnover	18	"The bidder should have the average annual turnover of INR 8 Crore in preceding last three (3) audited financial years (2022-23, 2023-24, 2024-25). • Bidder in case of sole bidder. • Prime Bidder in case of Consortium. Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certification from Statutory Auditor."	"(1) As per the clause, only the Prime Bidder is required to have an average annual turnover of INR 8 Crores in the last 3 audited financial years. However, there is no mention of minimum turnover requirement for the Consortium. (2) As per the clause, the average annual turnover of INR 8 Crores is required over the last 3 financial years. Kindly confirm whether this means an average of INR 8 Crores over 3 years is acceptable, even if the yearly turnover varies. For example - In 2022-23 the turnover was 24 Cr and in 2023-24 & 2024-25 is 5 Lakhs each. then total average of 3 years becomes 24 Crore 10 Lakhs & average turnover for 3 years crosses 8 Crore. Will this be also accepted even if there is near zero business in last 2 financial years. Kindly Clarify. Request to change the clause as ""The bidder should have the average annual turnover of INR 50 Crore in preceding last three (3) audited financial years (2022-23, 2023-24, 2024-25) from IT or IT related Projects. In case of consortium, the Prime bidder must have an average annual turnover of minimum Rs. 50 Crores in last three (3) audited financial years (2022-23, 2023-24, 2024-25) from IT or IT related Projects. and the other consortium member must have an average annual turnover of minimum Rs. 25 Crores last three (3) audited financial years (2022-23, 2023-24, 2024-25) from IT or IT related projects."	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
60	9. Pre-Qualification Criteria, Sl.No. 2. Annual Turnover		"The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2022-23, 2023-24, 2024-25). Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certification from Statutory Auditor. • The audited financial statements for the previous three financial years. In case, audited financial statement for FY 2024-25 is not available, a certificate from Statutory Auditor is required for certification of provisional Financial Account Statement.. "	"The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2022-23, 2023-24, 2024-25). Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certification from Statutory Auditor/Chartered Accountant. • The audited financial statements for the previous three financial years. In case, audited financial statement for FY 2024-25 is not available, a certificate from Statutory Auditor/Chartered Accountant is required for certification of provisional Financial Account Statement.. "	RFP conditions prevail
61	9. Pre-Qualification Criteria, Sl.No. 4. Certification		"The bidder should hold ISO certificates as below: • ISO 9001:2015 or higher Quality Management • ISO20000-1:2018 IT Service Management System (Preferred) • ISO 27001: 2013 IT Security Management System. The bidder needs to submit this Certificate on or before Go-Live of the Project. • Bidder in case of sole bidder. • Any member in case of Consortium"	"1) Both Prime bidder and Consortium Member must Have ISO Certifications: We request that the clause be modified to clearly state that: ""Both the Prime Bidder and the Consortium Partner must individually possess all the required ISO certifications (ISO 9001:2015, ISO 20000-1:2018, and ISO/IEC 27001). 2) Acceptance of Latest ISO/IEC 27001:2022 The clause currently asks for ISO 27001:2013 for Information Security Management. We request that the latest version, ISO/IEC 27001:2022, should also be accepted or rather ISO/IEC 27001:2022 should be asked. This version replaces ISO 27001:2013 and includes important updates that address today's cybersecurity risks, which are not covered in the 2013 version. The newer version adds several key security controls, such as: a. Monitoring cyber threats (threat intelligence) b. Proper deletion of sensitive data c. Physical security tracking d. System configuration controls e.Data masking and safe internet browsing (web filtering) f.Secure software development practices These controls are designed to deal with modern cybersecurity risks and are better aligned with current IT systems and risk management practices. So, we request the authority to allow ISO/IEC 27001:2022 in place of ISO 27001:2013 or higher"	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
62	9. Pre-Qualification Criteria, Sl.No. 5. Experience		"Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs. The bidders should have supplied and implemented at-least a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 ETMs in 2022-23, 500 in 2023-24 and 1000 in 2024-25, the bid will be considered as the bidder has supplied and implemented at least 2500 ETMs enabled with any mode of digital payment in last three years with maximum of three orders. Bidders shall have experience in designing and handling ticketing and web based centralized fare collection application. Bidder shall have experience in any mode of digital payment through ETMs. • Bidder in case of sole bidder. • Both or any member in case of Consortium.	"Request authority to change the clause as Experience in ETM ticketing and Single Database based centralized fare collection application and Digital Payment through ETMs Document Proof: Copy of Purchase Orders from State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India. Work order from System Integrator to be removed. "	RFP conditions prevail
63	12. Technical Proposal	24	"Technical Capability A. Previous Experience: Successfully supplied and implemented Android ETMs enabled with any mode of digital payment over the last three years in single or in maximum of three orders. (2022-23, 2023-24, 2024-25)"	"Technical Capability A. Previous Experience: Successfully supplied and implemented Android ETMs enabled with any mode of digital payment over the last three years in single or in maximum of three orders. (2022-23, 2023-24, 2024-25) in Government Buses for State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India. Proof: Copy of Purchase Orders from State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in the name of Bidder directly. Copies of Delivery Challan/ Invoices for the proof of supply of Android ETMs enabled with any mode of digital payment to State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India. "	RFP conditions prevail
64	12. Technical Proposal	24	B. Domain Knowledge: Experience of Implementing cloud based AFCS system with Android ETMs and issuance of smart cards over the last five years in single or in maximum three orders.	Domain Knowledge: Experience of Implementing cloud based single database AFCS system with Android ETMs and issuance of smart cards over the last five years in single or in maximum three orders.	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
65	12. Technical Proposal	25	"Experience of Live NCMC Projects A. 1 live project -2.5 Marks B. 2 live project - 5 Marks C. 3 or more live projects - 10 marks "	Currently NCMC projects are under development in Indian Bus Industry and only one or two companies might be having experience of 1 Live NCMC project. Most the NCMC projects have been implemented in Metros and not in Bus Industry. Hence we request you to kindly reconsider this point and can add experience related to number of Live AFCS projects with digital payments.	RFP conditions prevail
66	25. Evaluation of proposal	35	n. The weightage of Commercial Score is 20% and the weightage of Technical Score is 80%.	"If BMTC wants a cost effective price along with best technical Solutio, we request BMTC to give equal weightage to Commercial & technical score. Otherwise Bidders will quote higher in commercial as the weightage is just 20%. Clause to be ammended as : The weightage of Commercial Score is 50% and the weightage of Technical Score is 50%."	RFP conditions prevail
67	33. Liquidated Damages	37	If the Supplier fails to perform the Services within the period(s) specified in the RFP, then BMTC shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price. Once the maximum is reached, the Purchaser may consider termination of the Contract. Managing Director, BMTC, will be the final authority on deciding the same.	If the Supplier fails to perform the Services within the period(s) specified in the RFP, then BMTC shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the delivered price of the delayed or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price. Once the maximum is reached, the Purchaser may consider termination of the Contract by giving showcause notice to improve the services in next 4 weeks. Managing Director, BMTC, will be the final authority on deciding the same.	RFP conditions prevail
68	36. Fraudulent and Corrupt Practices	38	c) BMTC will have the right to inspect bidder's accounts and records relating to the performance of the contract and to have them audited by respective auditors appointed by BMTC relating to this project.	Please clarify the frequenct of audit, whether this will be annually or one time. Also, who will bear the cost of audit - BMTC or bidder.	RFP already has clarity.
69	PQ FORM 2: Bid Submission covering Letter	44	"Annual Turnover • Certificate from the Statutory Auditor on the audited financial statements for the previous two financial years (2) and financial statements for the year 2024-25 from the date of publishing this RFP."	"Annual Turnover • Certificate from the Statutory Auditor/ Chartered Accountant on the audited financial statements for the previous two financial years (2) and financial statements for the year 2024-25 from the date of publishing this RFP."	RFP conditions prevail
70	PQ FORM 6: Average Annual Turnover and Net worth	50	(To be provided by the Statutory Auditor)	(To be provided by the Statutory Auditor/Chartered Accountant)	RFP conditions prevail
71	TQ FORM 3: Compliance to Technical and Functional Requirements.	65	"Processor 64 bit processor with minimum 1 GHz speed."	"Processor 64-bit processor with minimum 2 GHz Speed."	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
72	TQ FORM 3: Compliance to Technical and Functional Requirements.	65	"OS Android 9 or higher. "	As you are aware currently Android 15 is the latest technology, also as BMTC has asked for NCMC & digital payments, we request you to initiate the project with atleast Android 13 or higher so that in next 4 years of project ETM machines are capable of handing any new payment system. Also their is no difference in the cost for Andriod version. Hence, we request to please upgrade Operating system of ETIM to be Android 13 or higher.	RFP conditions prevail
73	TQ FORM 3: Compliance to Technical and Functional Requirements.	66	"Keypad a) Virtual Keypad / Touch Screen with Soft Keys. b) Optional physical keypad with minimum keys required for ticketing including numerals, functional and navigational keys. c) Physical keypad should be repairable and replaceable. d) Keys shall be in different colors differentiating numerals, functions etc., in case the machine has physical keypad."	"(A) Technical Specifications of ETM Features of Keypad 1. Keypad shall be virtual keypad on touch screen. There should not be any physical keypad."	RFP conditions prevail
74	TQ FORM 3: Compliance to Technical and Functional Requirements.	68	"Communication Interface a) RS232C Serial Port at 115K baud rate (Optional). b) Micro USB/ USB 3.0 Type-C Port with 5 Gbps speed or higher. c) Minimum 4.0 version Bluetooth. d) In-built Wi-Fi transmitter/ receiver. e) 4G LTE or higher, fallback 2G."	"Communication Interface 1.Micro USB 2.0 / Type-C Port 2. Minimum 4.0 / 5.2 version Bluetooth. 3. In-built Wi-Fi transmitter/ receiver. 4. 4G / 4G LTE /5G/ 5G LTE or higher, fallback 2G."	RFP conditions prevail
75	c) Dashboard	100	• Dashboard should be capable of showing the data of minimum of previous 5 years data.	This will increase the cost of the project. Request to reduce it to one year. And data can be provided to BMTC in softcopy.	RFP conditions prevail
76	c) Dashboard	100	• Dashboard servers should be capable of storing the ticket data of minimum of more than 5 years (per day minimum of 40 lakh passengers)	This will increase the cost of project.	RFP conditions prevail
77	A. Scope for Work	118	n) Smart Cards System: The Selected Bidder must provide end to end solution for Smartcard Management i.e., necessary software applications for closed loop and NCMCs (Open loop) smartcards	Please clarify, do we need to add the cost of Smart Card Management for Closed loop & Open Loop(NCMC) in Per ETM per month cost?	RFP already has clarity.
78	A. Scope for Work	118	Smart Cards System-	Please clarify, what will be number of Closed loop Smart cards & NCMC cards to be issused in the project.	Requirements to be assessed by Bidder
79	A. Scope for Work	118	Smart Cards System-	Cost of Closed Loop & Open Loop (NCMC) card is missing. Request to add the same in commercial format so that all bidders can provide the best rate in market.	The cost of the smart card is not in the scope of the Bidder
80	G. Project Implementation Timelines and Deliverables	130	"Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live T4: T3 + 30 days"	"Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized single database based fare collection software. Final Go-live T4: T3 + 90 days"	RFP conditions prevail
81	H. Service Level Requirements	131	"g)The total amount of penalties levied at any month would not exceed 10% of the monthly payable amount for that month with respect to each unit. h)The quality of services provided by the selected bidder would be considered to have reached 'Overall Critical Breach Level', if the total penalty applicable in a month reaches 20% of monthly amount."	We request you to please consider maximum penalty cap as 5% of project cost.	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
82	H. Service Level Requirements, Mobile Application, Smart Card Application, NCMC application Availability with all functionalities	135	"Performance Area- Mobile Application, Smart Card Application, NCMC application Availability with all functionalities Frequency/Category- Weekly Baseline- 99.50% Penalty- Rs.3000 per hour beyond SLA Breach- 96.00% Measurement/Definition and condition- 1. Application wise uptime monitoring report from the cloud service/SMMS platform. 2. Time for calculation of penalty will be Rounded off to nearest hour."	"As per the clause under Mobile Application, Smart Card Application, NCMC Application Availability with all functionalities, point no. 2 mentions: ""Time for calculation of penalty will be rounded off to the nearest hour."" This means that if the system remains down for any duration between 1 second to 29 minutes and 59 seconds, it will be rounded off i.e to zero and no penalty will apply. Now, if the system goes down for 29 minutes and 59 seconds, and comes back online for just 1 second, and this happens 48 times in a day, the total uptime would be just 48 seconds & still, according to the current clause, the vendor will not be penalized — even though the system was practically unavailable for the entire day. We request clarification on this"	RFP already has clarity.
83	H. Service Level Requirements, SLA for Payment Gateway	136	"1The payment gateway solution has to be up for least 99.8% of the time for 24*7 periods. Damage (penalty) at the rate of Rs.5,000 for every 0.1% deviation from the SLA requirement. Financial Institution shall pay or remit the penalty amount to BMTC within 10 working days from the day of levy of damage(penalty). 2. The amount debited twice for the single performed transaction Rs.100 per transaction 3 Only one unique id should be generated for a single transaction (OB number) Rs.100 per transaction 4Amount debited but ticket not issued due to PG technical issues. Rs.100 per transaction 5 The amount debited in BMTC and PG site should tally. If difference 5% of the difference value 6 Any Other issues/bugs pertaining to performance of Payment Gateway Rs.100 per transaction"	"The clause specifies a penalty of Rs. 5,000 for every 0.1% SLA deviation. This can lead to extremely high penalties for short periods of unplanned downtime due to uncontrollable events (e.g., internet disruptions, data center outages). We request the authority to consider capping the maximum daily penalty (e.g., ₹25,000 per day), or allow a grace window for resolution (e.g., 30 minutes) before penalty applies. Rs.100 Penalty per Failed/Duplicate Transaction The clause charges Rs.100 penalty per transaction in multiple scenarios (double debit, ticket not issued, unique ID mismatch). We request the authority to clarify whether such penalties will apply even in cases where the issue is auto-reconciled or refunded within the same business day. Also, please confirm whether such penalties will apply cumulatively in case of a single failure causing multiple issues. "	RFP conditions prevail
84	I. Payment Terms and Conditions	138	8) Selected bidder shall provide Web based centralized fare collection software, Cloud hosting, ETM and ETM services along with charger, pouches, SAM, battery, printer, scratch free tough rugged screen, 2 computers (minimum specification i5 processor, 1 TB harddisk, 8 GB RAM, Windows 11, 21 inch monitor) & 1 dotmatrix printer (136 column) per depot, SIM card & and connectivity.	"Please clarify: Whether Bidder has to provide connectivity across all depots and division. If yes that how much minimum bandwidth is required. Also, for Computer - do you require 2 Hrs backup UPS or 4 hours backup UPS."	Connectivity shall be made available by BMTC. RFP already has clarity
85	Objectives of RFP	109	Centralized Database with USB and wireless data transfer modes should be provisioned.	Please amend as Centralized Database with USB OR wireless data transfer modes should be provisioned.	RFP conditions prevail
86	MIS Reports & Dashboards	124	Data Migration: Migration of all necessary data from existing ITS System to the new system is the responsibility of the Selected Bidder. This includes data which is currently being maintained at depot level.	As per our understanding, we need to migrate only the master data. If answer is NO then provide total size of DB with Version	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
87	Roles and Responsibilities of BMTC	127	BMTC will provide internet connectivity at all depots for BMTC functioning	Which type of internet connectivity is provided at the depots for BMTC functioning – Broadband internet connectivity or MPLS KSWAN connectivity?	RFP already has clarity.
88	14. Taxes and Duties	148	BMTC shall not be responsible for providing any Compensation to the Bidder / other party in case of any change in the Taxation system in the State / Competent Authority etc.	"Please Clarify: In case of change in taxation , Taxes shall be as applicable for respective year's change, if any. Also clause 19 of the contract being "Change in Law & Regulation " be made applicable (page 149) "	RFP conditions prevail
89	"9.Pre-Qualification Criteria"	17	The bidders should have supplied and implemented at-least a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (3) (2022-23, 2023-24, 2024-25) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered.	"Request you to amend the clause as below: The bidders should have supplied and implemented at-least a total of 1000 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last three (7) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. "	RFP conditions prevail
90	"12.Technical Proposal, 2Technical Capability"	23	"A.Previous Experience: Successfully supplied and implemented Android ETMs enabled with any mode of digital payment over the last three years in single or in maximum of three orders. (2022-23, 2023-24, 2024-25) i. Supply of 2500-5000 ETMs.2.5 Marks ii. Supply of 5000-10000 ETMs5 Marks iii. Supply of 10001 or above ETMs10 Marks"	"A.Previous Experience: Successfully supplied and implemented ETMs enabled with any mode of digital payment over the last 7 years in single or in maximum of three orders. i. Supply of 1000-1200 ETMs-2.5 Marks ii. Supply of 1200-1500 ETMs-5 Marks iii. Supply of 1500 or above ETMs- 10 Marks"	RFP conditions prevail
91	"12.Technical Proposal, 2Technical Capability"	23	"B.Domain Knowledge: Experience of Implementing cloud based AFCS system with Android ETMs and issuance of smart cards over the last five years in single or in maximum three orders. i. Upto 50,000 Smart Cards ii. 50,001 - 100000 Smart Cards iii. Above 100,000 Smart Cards"	"B.Domain Knowledge: Experience of Implementing cloud based AFCS system with ETMs and issuance of smart cards over the last five years in single or in maximum three orders. i. Upto 50,000 Smart Cards ii. 50,001 - 100000 Smart Cards iii. Above 100,000 Smart Cards"	RFP conditions prevail
92	"12.Technical Proposal, 2Technical Capability"	23	"3Experience of Live NCMC Projects A. 1 live project B. 2 live project C. 3 or more live projects"	"NCMC implementation in India is at very nascent stage and city bus agencies are in gearing up for the implementation of NCMC, In this regards, would request Authorities to consider undertaking from the bidders for implementation of NCMC, if contract is awarded to the prospective bidder at this stage. Would request you to kindly amend the criteria as below: 3Experience of NCMC / Closed Loop Projects A. 1 project- 2.5 Marks B. 2 project - 5 Marks C. 3 or more projects- 10 Marks Live/Completed will be considered"	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
93	Net worth	18	The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2022-23, 2023-24, 2024-25). Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certification from Statutory Auditor.	Request to rephrase the clause to The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding year (2024-25) for participation. Note: Provisional Financial Account Statement acceptable for the year 2024-25 subject to certification from Statutory Auditor.	RFP conditions prevail
94	TQ FORM 3 and Annexure 1: ETM Hardware Specificat ion	68 & 87	Weight and Design Should be a rugged and compact design, water and dust resistance with IP54 certification.	We respectfully submit this request seeking reconsideration of the mandatory IP54 ingress protection requirement specified in the current tender for Electronic Ticket Issuing Machines (ETIMs). We fully understand BMTC's intent to procure robust and reliable devices; however, based on extensive field experience with ETIM deployments across multiple State Transport Undertakings (STUs), we believe that making IP54 compulsory may be technically unnecessary and commercially restrictive, without delivering proportionate operational benefit. We wish to highlight the following points for your kind consideration: Controlled Operating Environment ETIM devices are operated inside bus cabins, which are semi-enclosed environments not typically exposed to direct rain or dust jets. IP54 certification is meant for harsh open-air deployment and hence does not reflect the actual use-case of ETIMs.	RFP conditions prevail

S No.	Reference	Page No.	Clause	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
				Proven Performance with Lower IP Ratings Transport corporations such as BEST, APSRTC, KSRTC, MSRTC, and others have successfully used ETIMs with IP30-IP41 ratings for many years, without field failures attributable to ingress protection. This demonstrates that enhanced protection beyond IP41 offers limited practical benefit for ticketing applications. Increase in Weight, Size, and Cost IP54 compliant devices require sealed housings and ruggedizing elements which increase weight and bulk, reducing conductor comfort and productivity. Additionally, achieving IP54 adds a 20-25% cost escalation, thereby increasing the financial outlay per device. Maintenance Challenges IP54 sealing makes routine tasks such as battery replacement, thermal paper refill, or depot-level servicing difficult and time-consuming, which can negatively impact device uptime and operational efficiency. Core Functional Requirements Unaffected by IP Rating The essential parameters for an ETIM device remain printing speed, battery life, reliability of keypad/display, sturdiness for daily handling, and connectivity none of which are inherently dependent on IP54 protection. In view of the above, we kindly request that the IP54 requirement may be made preferable rather than mandatory, and devices with a minimum of IP41 protection may be permitted. This will allow broader participation, cost-effective procurement, and continued focus on the key performance elements of the ETIM solution.	
95	ANNEXURE ETM -I Hardware and Functional Specifications	89	OS Android 9 or higher.	A humble request to consider OS 7 and above as currently all the devices working with acceptance of Digital payments are on OS 7.	RFP conditions prevail
96	Scope of work	115	The Bidder shall supply 11000 numbers of Smart ETMs initially on issue of Work Order, along with Ticketing Solution as per the business rules of BMTC. Total requirement is estimated to be around 15,000 numbers over next five years, which shall be required to be supplied as and when the demand arises from the operational units	Requesting your clarification for, Once new requirement is raised for additional devices. Atleast 4 months required to arrange new devices. If keeping additional devices ready. The rental prices will increase as will have to factor for the additional 4000 devices.	RFP conditions prevail
97	a)SmartCards System Financial Institution a)Payment Gateway	122		Humble request to allow Banks to participate or be in Consortium	RFP already has clarity.